

# THE TULALIP TRIBES

## Job Description

**JOB TITLE:** On-Call Outreach Worker / Office Support

**JOB NUMBER:** TTT- 060 -2007

**NOTE:** Sections in box are minimum requirements that all applicants must have to be considered for this position. These requirements must be stated on your application form in order to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

### **EDUCATION:**

- ☐ High School Diploma or GED equivalent \* (**Attach copies of all Education and/or Training with application**)
- \* **If applicant does not meet this education requirement, the Employment Department strongly encourages active participation in a GED / HS and or Training Classes offered.**

### **SKILLS:**

- ☐ Must be able to work independently with minimal supervision.
- ☐ Must be able to deal efficiently in stressful situations.
- ☐ Ability to effectively deal with upset, angry, frustrated, and/or intoxicated individuals.
- ☐ Must have excellent organizational skills.
- ☐ Must have excellent communication skills both verbal and written.
- ☐ Must adhere to strict confidentiality of information seen and heard.
- ☐ Must have a pleasant telephone voice and office manner.
- ☐ Familiarity with modern office machines to include personal computer, fax, copier, etc.

### **EXPERIENCE:**

- ☐ Minimum of one (1) year experience working with diverse cultures, specifically Native American (*preferred*)
- ☐ Must have had no vehicle accidents or tickets within 1 year of being placed (**attach abstract**)

### **OTHER REQUIREMENTS:**

- ☐ Must pass a background security check.
- ☐ Must possess a valid state driver's license. (**document must be attached with application**)
- ☐ DMV abstract (**document must be attached with application**)
- ☐ Must have knowledge of the Tulalip Tribes and surrounding reservation area.
- ☐ Must be familiar with the Tulalip Youth Code and Indian Child Welfare Act.
- ☐ Must have the tolerance and patience to deal with upset, angry, intoxicated, and/or frustrated clients.
- ☐ Must be able to work any shift assigned to include evenings, weekends, and/or holidays as needed or requested.
- ☐ Must have a successful employment history with the Tulalip Tribes and/or other current and past employers.
- ☐ Must be able to be insurable with the company.
- ☐ Must be able to commit to strive for an successful employment history with Tulalip Tribes or other outside businesses

### **Physical Characteristics and/or Prerequisites:**

- ☐ Manual and finger dexterity for the operation of a personal computer and routine paperwork.
- ☐ Stamina to sit, stand, and/or walk for prolonged periods of time.
- ☐ Tolerance to be exposed to a computer screen for prolonged periods of time.
- ☐ Mobility to bend, stoop, and/or climb stairs on an occasional basis.
- ☐ Ability to lift objects weighing up to 50 lbs.
- ☐ Tolerance to work in adverse weather condition

**Tribal Department:** Tulalip Tribes

**Employee Classification:** Non-Exempt

**Job Summary:** Provide outreach work for patients, visits to jails, court appointments, DSHS appointment, inpatient transports and visits. Provide Case Management and Prevention services to Mental Health and Chemical Dependency Clients. Provides transportation to and from Bedard for clients with appointments. Greets all clients coming in for appointments. Provides clerical support by answering telephones, taking messages and routing to appropriate staff.

**Employee Reports To:** Manager or Designee

**Extent of Job Authority:** Under the direction of the supervisor provides clerical support to department as well as transportation for clients, in accordance with set policies and procedures.

**Specific Duties Performed:**

1. Maintain confidentiality of all records, materials, and communications, concerning the identity of clients
2. Answer telephones, schedule appointments, take and distribute messages for staff.
3. File all patient group notes and other information as deemed necessary by staff.
4. Maintain cleanliness of front office and provide professional demeanor for arriving patients and other visitors to the program.
5. Transport patients to and from individual and group appointments.
6. Perform outreach checks on patients as deemed by clinical supervisor.
7. Treat all patients and their families with dignity and respect.
8. May be required to deal with traumatic situations involving clients.
9. Reports any information to appropriate authorities if disclosed by client during transport service.
10. Required to report in writing any concerns or observations involving clients to managers, case managers, and/or therapists.
11. Assist in the distribution of mail to including mail log, check log, and confidential files of the office.
12. Attends client intake assisting clients with completing forms, may include reading forms out loud as needed or requested.
13. Performs other job related duties as deemed necessary or requested.

**Term of Employment:** On-Going, On-Call / Temporary

This is an on-call position, which will be filled when needed.

An on-call employee is temporarily employed on an hourly basis; whose name is kept on a list of on-call employees; who may be called in as needed to fill vacancies due to call ins, employees on leave, temporary work, or other reasons; who is not guaranteed a minimum number of work hours in any given work week; who upon accepting employment must comply with all provisions of this Ordinance; who is entitled to employee benefits only if the job description for the particular on-call position into which the employees is hired specifically provides for employee benefits for on-call employees; who is qualified for the on-call position in which the employee is employed; and who shall not have a right to the grievance process under this Ordinance. An on-call employee may be dismissed for justified cause or released when on-call work is no longer needed.

**Opening Date:** March 12, 2007

**Closing Date:** On-Going On-Call File

**Pay Range:** \$13.35 Hourly